

A complaint reaches S4C/member of the Authority.	1								
The Secretary to the Authority (the Secretary) acknowledges receipt of the complaint within a week of receiving it and either—	2								
<table border="0"> <tr> <td data-bbox="323 516 548 647">a. Explains to the complainant that there is no basis for his/her complaint (if this is the case) or</td> <td data-bbox="569 516 793 765">b. Where the letter or correspondence establishes that there is some basis for the complaint, confirms that the complaint will be considered by the Authority in accordance with the usual process and explains that process to the complainant and either:</td> </tr> <tr> <td></td> <td data-bbox="569 789 793 908">b.i. Asks for a further explanation or more details in order to outline the complaint sufficiently (if this is necessary) or</td> </tr> <tr> <td></td> <td data-bbox="814 789 1037 863">b.ii. Confirms the complaint will be directed to S4C for its response.</td> </tr> </table>	a. Explains to the complainant that there is no basis for his/her complaint (if this is the case) or	b. Where the letter or correspondence establishes that there is some basis for the complaint, confirms that the complaint will be considered by the Authority in accordance with the usual process and explains that process to the complainant and either:		b.i. Asks for a further explanation or more details in order to outline the complaint sufficiently (if this is necessary) or		b.ii. Confirms the complaint will be directed to S4C for its response.			
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Once a sufficient outline of the complaint is available, the Secretary will write to the S4C Chief Executive to alert her to the complaint (and include a copy of the complaint) and invite S4C to respond to the complaint within a three-week period from the date of the Secretary's letter.	3								
If S4C doesn't respond to the complaint within the agreed three-week period or if S4C states that it doesn't wish to respond to the complaint, then the Secretary will arrange for the complaint to be directed to the Complaints and Compliance Committee of the Authority (the Committee) and notify the complainant and S4C of this within a week of receiving S4C's notice or at the end of the three-week period (whichever is sooner). <i>On to step 8.</i>	4								
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<table border="0"> <tr> <td data-bbox="323 1620 548 1670">a. acknowledge receipt of S4C's response; and</td> <td data-bbox="569 1620 793 1893">b. send a copy of the response to the complainant and give the complainant the opportunity to forward written comments in response to S4C/the production company within a two-week period from the date of the letter which includes the response.</td> </tr> </table>	a. acknowledge receipt of S4C's response; and	b. send a copy of the response to the complainant and give the complainant the opportunity to forward written comments in response to S4C/the production company within a two-week period from the date of the letter which includes the response.							
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<table border="0"> <tr> <td data-bbox="323 1917 548 2148">i. If the complainant responds and withdraws the complaint, the Secretary will acknowledge this and confirm with the complainant and S4C that the process of review and adjudication on the complaint has come to an end.</td> <td data-bbox="569 1917 793 2347">ii. If the complainant doesn't offer further comments on S4C/the production company's response or fails to respond within a two-week period, then the Secretary will arrange for the complaint and S4C/the production company's response to be directed to the Committee and advise the complainant and S4C of this within a week's period of receiving the complainant's response or at the end of a two-week period (whichever is sooner).</td> <td data-bbox="814 1917 1037 2148">iii. If the complainant offers further comments on paper in response to S4C/the production company's comments within a two-week period, the Secretary within a week's period of receiving the complainant's comments will;</td> <td data-bbox="1304 1917 1772 1947">6</td> </tr> <tr> <td></td> <td data-bbox="814 2172 1037 2246">iii.a. Acknowledge receipt of the comments to the complainant; and</td> <td data-bbox="1058 2172 1283 2585">iii.b. Send a copy of the comments to S4C and give S4C and the production company a final opportunity to offer any further comments on paper that they would wish the Authority to consider in response to the complaint and further comments of the complainant. Again, the Secretary's letter/note will request that they respond within two weeks from the date of the letter enclosing the complainant's further comments. <i>On to step 8.</i></td> <td></td> </tr> </table>	i. If the complainant responds and withdraws the complaint, the Secretary will acknowledge this and confirm with the complainant and S4C that the process of review and adjudication on the complaint has come to an end.	ii. If the complainant doesn't offer further comments on S4C/the production company's response or fails to respond within a two-week period, then the Secretary will arrange for the complaint and S4C/the production company's response to be directed to the Committee and advise the complainant and S4C of this within a week's period of receiving the complainant's response or at the end of a two-week period (whichever is sooner).	iii. If the complainant offers further comments on paper in response to S4C/the production company's comments within a two-week period, the Secretary within a week's period of receiving the complainant's comments will;	6		iii.a. Acknowledge receipt of the comments to the complainant; and	iii.b. Send a copy of the comments to S4C and give S4C and the production company a final opportunity to offer any further comments on paper that they would wish the Authority to consider in response to the complaint and further comments of the complainant. Again, the Secretary's letter/note will request that they respond within two weeks from the date of the letter enclosing the complainant's further comments. <i>On to step 8.</i>		
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i. When S4C does not choose to offer further comments on the complainant's complaint or secondary statement or fails to respond within two weeks, then the Secretary will arrange for the complaint, S4C/the production company's response to it and the complainant's further comments to be referred to the Committee and the Secretary will advise the complainant and S4C of this within a week of receiving S4C's response or at the end of two weeks (whichever is sooner). *On to step 8.*

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ii. When S4C offers further written comments in response to the complainant's complaint or secondary statement within such period of two weeks, the Secretary, within one week of receiving S4C's further comments, will:

ii.a. Acknowledge receipt of such comments to S4C; and

ii.b. Send a copy of such comments to the complainant (for information only). The complainant will not get a third opportunity to argue his/her case; and

ii.c. Arrange for the complaint, S4C/the production company's first response to the complaint, the complainant's secondary statement and S4C's further comments to be referred to the Committee and advise the complainant and S4C of this.

The Authority has the right to establish a sub-committee to consider complaints in accordance with its powers under Schedule 6 of the 1990 Broadcasting Act 1990.

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The sub-committee's role is to—

- Meet prior to the next full meeting of the Authority to view the programme and consider and discuss the documents presented by the complainant and S4C/the supplier in response to the complaint;
- Offer its recommendations to the next meeting of the Authority on the following points

i. Is the complaint valid or not;

ii. If the complaint is valid, what remedy is appropriate—publish the adjudication on screen, a written apology to the complainant; publish the adjudication in the Annual Report, contractual steps against the programme producer or any other steps?

iii. Draft adjudication

In the Authority meeting following the Committee's meeting, the Authority will discuss and consider the Committee's recommendations and decide either to

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i. Adopt them fully or in part; or

ii. View the programme and consider the documents relating to the complaint together, and independently of the Committee's recommendations.

Once the Authority has reached a decision, the Secretary will advise the complainant and S4C of it within one week and direct S4C (on behalf of the Authority) to take any steps the Authority has judged appropriate following the adjudication within the period noted in the adjudication.

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